



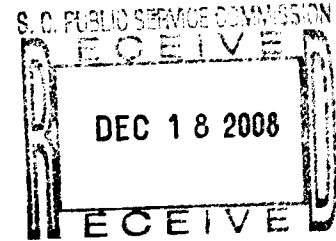
108-A Park Place Ct.  
Greenville, SC 29607

Phone: (864) 289-0084  
Fax: (864) 289-0609  
Toll Free: (877) 800-0084

# MERUS Refreshment Services, Inc. 196626

www.meruswaterandcoffee.com

2008-454C



Charles Terreni  
Chief Clerk/Administrator  
Public Service Commission  
PO Drawer 11649  
Columbia SC 29211

Charles Terreni

I am requesting a hearing with the Public Service Commission regarding my previous phone provider ITC Deltacom. They are trying to hold me to a contract that I never entered into. ITC has turned my company Merus Refreshment Services over to collections for \$5056.19 for discontinuance of contract. When they emailed me a copy of the contract it is clear to me that I did not sign it. I originally thought that an ITC Sales rep forged my name when we moved to our new office however the dates don't coincide with the contract.

I have been trying since August 2008 to get some resolution with ITC. I got a call from Leslie with ITC (800-239-3000 ext. 1326) on Friday December 12 at 5:00. After talking with her still no resolution. Leslie said she would speak to her manager and call me on Monday the 15<sup>th</sup>. I have not heard from anyone at ITC as of December 16<sup>th</sup>.

I have included copies of the contract, a letter to the collection agency and other emails to and from ITC. It is confusing to say the least.

Thanks for your time and consideration,

Steven Gilcrease  
President  
Merus Refreshment Services  
864-289-0084

**Steve Gilcrease**

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**From:** Steve Gilcrease [sgilcrease@merusinc.com]  
**Sent:** Wednesday, December 10, 2008 10:44 AM  
**To:** 'mwilliams@cmiweb.com'  
**Cc:** 'krissi.smith@deltacom.com'; 'Saint, Cindy'; Tara Bagwell  
**Subject:** CMI 893643 Deltacom ticket #40229 account # [REDACTED]

This email is being sent by request of M. Williams of CMI credit mediators.

I called Deltacom in Nov of 2007 and gave my master account # 11037835 and asked if we were under contract. The reply was no the contract had expired and we were now on a month to month basis.

I switched phone providers July 1<sup>st</sup> of 2008. I called the first of July 2008 and was told we needed to fill out a disconnect form and fax it in. The form has our master account # [REDACTED] and states that we wish to disconnect all services and all locations. We paid what should have been our last bill \$1118.61 on August 28th 2008. I continued to get invoices and called Deltacom back and then they tell me that we still have active phone service at our Lexington location. So I explain this to Tara Bagwell with Deltacom's disconnect department and she says I will have to fill out another disconnect form for the separate location. And Tara tells me that she will back date the request to coincide with the original request and credit any phones services charges for that location. Then I get an email from Tara stating that we are still under contract and there would be discontinuance charges. I told her we were not under contract. Months later I am talking to Cindy Saint with Deltacom and she emails me with a copy of the contract that I *supposedly* signed. Now it becomes really clear. The contract has a **forged signature**. It does not even have the correct spelling. What apparently happened was when I moved our Columbia location to Lexington, the sales rep saw an opportunity to make a little commission and she forged a contract. All I did was move. I never entered into another contract. I also had to pay for the T1 line that I was never told about.

I don't owe Deltacom any additional fees. However I would like a credit for the \$1118.61 and \$1000 for the T1 line just for the time and hassel trying to get this resolved. Most importantly if CMI has in any way affected our Credit Rating this needs to be reversed and I will need this in writing.

Thanks, Steve Gilcrease

Steven K. Gilcrease  
MERUS Refreshment Services  
108 A Park Place Ct.  
Greenville SC 29607  
Phone (864) 289-0084  
Fax (864) 289-0609  
[www.meruswaterandcoffee.com](http://www.meruswaterandcoffee.com)

12/10/2008

## Steve Gilcrease

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**From:** Saint, Cindy [Cindy.Saint@deltacom.com]  
**Sent:** Thursday, November 06, 2008 5:42 PM  
**To:** Steve Gilcrease  
**Subject:** RE: 12152195 MERUS REFRESHMENT SERVICES

Steve,

I opened a billing resolution ticket (number 39534) per you stated you did not sign the contract. You will be hearing from someone in that division within a two week time frame. If I may assist any further please let me know. Thanks much.

Cindy Saint  
Customer Care  
Phone: 1-800-239-3000  
Enter account number hit opt. 5  
Fax: 1-877-264-2877  
customerrequests@deltacom.com

**deltacom** 

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**From:** Steve Gilcrease [mailto:sgilcrease@merusing.com]  
**Sent:** Thursday, November 06, 2008 9:52 AM  
**To:** Saint, Cindy  
**Subject:** RE: 12152195 MERUS REFRESHMENT SERVICES

Thank you for sending the documents. I just thought I had problems now I know I have problems. I did not remember signing any contracts when we moved to our new location in Lexington. Now I know why I couldn't remember because it is **not my signature**. I had requested a T1 installation at our new location which we paid for. It was arranged with Ashley Powell over the phone. It is definitely not my signature. The spelling is wrong, the address is wrong. Let's get this resolved.

Thanks

Steven K. Gilcrease  
MERUS Refreshment Services  
108 A Park Place Ct.  
Greenville SC 29607  
Phone (864) 289-0084  
Fax (864) 289-0609  
www.meruswaterandcoffee.com

---

**From:** Saint, Cindy [mailto:Cindy.Saint@deltacom.com]  
**Sent:** Thursday, November 06, 2008 8:55 AM  
**To:** sgilcrease@merusinc.com  
**Subject:** 12152195 MERUS REFRESHMENT SERVICES

Steve,

The attachment is a copy of your file. If you have any questions please let me know. Thanks much.

Cindy Saint  
Customer Care  
Phone: 1-800-239-3000  
Enter account number hit opt. 5  
Fax: 1-877-264-2877  
customerrequests@deltacom.com

**deltacom** 

11/7/2008

**Steve Gilcrease**

**From:** Bagwell, Tara [Tara.Bagwell@deltacom.com]  
**Sent:** Tuesday, August 19, 2008 10:41 AM  
**To:** sgilcrease@meruswaterandcoffee.com  
**Subject:** Deltacom Disconnect Request  
**Attachments:** Ab0fd2ef1-0c31-430b-90f4-d05f079cb3a6.PDF

Hey Steve. Per our conversation, I have attached a disconnect form needed to disconnect service at the Lexington location. Please sign and date this form, and return it to us either via fax to 866-267-4150, or via email to [dodge@deltacom.com](mailto:dodge@deltacom.com). We will use an effective billing disconnect date of 8/15/08, same date used for the Master Greenville account.

Unfortunately, after we talked, I noticed that the service at this location is still under contract until April 2009. Therefore, early termination of this service will result in an estimated penalty of \$6,493.45.

Thanks

**Tara Bagwell - Team Leader**  
**Dedicated Disconnect Group**

8/20/2008

[Products](#)[eBillMaster](#)[Invoice Online](#)**MY BILL ONLINE****deltacom**[Accounts](#)[Bills](#)[Profile](#)[Contact Us](#)[Help](#)[Bills](#) [Bill Summary](#) [Terms & Conditions](#)**Bill Summary****Log Off**

MERUS REFRESHMENT SERVICES  
319 GARLINGTON ROAD  
UNIT B-8  
GREENVILLE SC 29615

Account Number  
Invoice Date  
Due Date  
Total Amount Due

12/07/2008  
01/06/2009  
5,056.19

Please select one of the payment options below:

Click **Pay Online** to schedule your electronic payment.

**Pay Online**

Click **Print and Pay** to print this page with a remittance slip. Please enclose your remittance slip with your check and pay by the due date.

**Print and Pay****Messages**

Customer Service  
1.800.239.3000  
Pay via Phone  
1.877.729.4823

Thank you for choosing  
Deltacom as your  
communications provider. We  
welcome the opportunity to  
service your business and want  
to thank you for your  
patronage.

If you have any questions,  
please call our Customer  
Care Center at 1.800.239.3000  
visit us anytime online at  
[www.deltacom.com](http://www.deltacom.com).

A late fee will apply to any  
unpaid balance.

**Account Summary**

PREVIOUS BALANCE	2,274.11
PAYMENTS/ADJUSTMENTS	2,782.08
BALANCE FORWARD	5,056.19

**CURRENT CHARGES****► MONTHLY ACCOUNT SUMMARY**

LATE CHARGES	0.00
CURRENT MONTH CHARGES	0.00
TOTAL AMOUNT DUE	5,056.19

**Pay Online****Print and Pay**

**deltacom**  
Accountable Business Solutions

For information on additional products  
and services, please call 1.877.239.1200

Thank you for your business!

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P.O. Box 456  
Upper Darby, PA 19082

ADDRESS SERVICE REQUESTED

November 24, 2008



**CREDIT MEDIATORS INC.**

**Office Hours:**

Monday - Friday 8:00AM - 6:00PM

**CMI Bill Resolution Site**

**www.cmiweb.com**

**Phone:** 610-352-5151

**Fax:** 610-352-1818

**Collection Notice**

MERUS REFRESHMENT SERVICES  
319 GARLINGTON ROAD STE B8  
GREENVILLE SC 29615-4621

**ACCOUNT INFORMATION**

**Creditor** DELTACOM

**Creditor Account No.** [REDACTED]

**CMI File No.** 000893643-01-012392

**For What:**

**Total Amount Due** \$5056.19

Your account with **DELTACOM** has been placed for immediate collection, and CMI requires payment in full within 48 hours. To avoid further action, return the tear-off below with your check for the balance in the enclosed envelope.

Credit Mediators Inc. is a credit reporting collection agency. As such, if this account remains unresolved, it will be negatively reported to Experian in 30 days. This could adversely affect your credit rating and jeopardize your ability to purchase on credit from suppliers and vendors. Please resolve this matter today.

If you need to speak with one of our representatives, please call (610) 352-5151. Our office is open Monday through Friday from 8 A.M. until 6 P.M. EST. As the authorized agent for **DELTACOM** all payments and correspondence should be directed to Credit Mediators Inc.

**THIS IS AN ATTEMPT TO COLLECT A DEBT  
ANY INFORMATION THAT IS OBTAINED WILL BE USED FOR THAT PURPOSE**

**CMI is open 'Round the Clock to serve you.  
Send a message or pay your bill on our secure website.  
Visit the Bill Resolution Section at [www.cmiweb.com](http://www.cmiweb.com)  
All you need to access your account is your CMI File Number.**

PLEASE MAIL YOUR CHECK ALONG WITH THE TEAROFF BELOW IN THE ENCLOSED ENVELOPE

MERUS REFRESHMENT SERVICES  
319 GARLINGTON ROAD STE B8  
GREENVILLE SC 29615-4621

CMI File No.	Account No.	Total Amount Due
000893643-01-012392	[REDACTED]	\$5056.19

Check here if your address or phone number has changed and provide the new information below. ☐

CONTACT NAME \_\_\_\_\_

STREET ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

BUSINESS PHONE \_\_\_\_\_ OTHER \_\_\_\_\_

EMAIL ADDRESS \_\_\_\_\_

**Payment Amount** ↓

\$

MAKE PAYMENT TO: CMI Credit Mediators, Inc.



CMI Credit Mediators, Inc.

P.O. Box 456

Upper Darby, PA 19082-0456

**Payment Certificate**



000893643-01-012392-0001

2956-001-49



Customer Care Center 1-800-239-3000

Packet # 0387--7466--6073

### Letter of Agency for Change in Service Provider

Date: 02/26/06 Acct #: Sales Rep. Ashley Powell

Customer Name: Merus Refreshment Services Association #: 386

Billing Address: 50 Littlejohn Glen Court Telephone #: 864-289-0084

City: Greenville State: SC Zip: 29615 Fax #: 864-289-0609

#### OUTBOUND SERVICE INFORMATION

BTN 1	803-739-9779	WTN	803-227-0142	WTN	
WTN	803-739-0965	WTN	803-227-0143	WTN	
WTN	803-796-7714	WTN		WTN	
WTN	803-227-0141	WTN		WTN	

In the event that this Letter of Agency ("LOA") is for a multi-line and/or multi-location business and that Customer has a term agreement for service with ITC<sup>Δ</sup>DeltaCom, Customer, by signing this LOA, authorizes ITC<sup>Δ</sup>DeltaCom to add lines and/or locations to Customer's account during the course of the term of the agreement for service. No additional LOA is required to add lines and/or locations during the term of the agreement, and this LOA will be valid for the term of the agreement provided the Customer has not submitted written revocation of this LOA to ITC<sup>Δ</sup>DeltaCom. If different from above, indicate customer name listed with current Local carrier.

See attachment for additional order information. ☐

Customer hereby authorizes ITC<sup>Δ</sup>DeltaCom to act as agent on Customer's behalf for the purpose of adding/deleting lines and services with Customer's current telecommunication service providers necessary to provision the ITC<sup>Δ</sup>DeltaCom services requested by Customer.

Customer understands that there may be a charge(s) associated with changing local and/or long distance service providers and there may be a charge(s) to change back to the original long distance and/or local carrier. Customers may consult with ITC<sup>Δ</sup>DeltaCom as to whether a fee applies to the change. Customer understands that the above listed numbers will be transferred to ITC<sup>Δ</sup>DeltaCom.

☒ **CHANGE FREEZE:** If Initialed, at no additional charge to Customer, Customer requests ITC<sup>Δ</sup>DeltaCom to place a CHANGE FREEZE on the numbers listed above in an effort to prevent future local/long distance carrier changes made without Customer's written consent. [Only available where ITC<sup>Δ</sup>DeltaCom is the Local Exchange Carrier for Customer] ☐ InterLATA only ☐ IntraLATA only ☒ BOTH (Check as appropriate)

☒ **LOCAL SERVICE:** If initialed, Customer hereby designates ITC<sup>Δ</sup>DeltaCom Communications, Inc., ("ITC<sup>Δ</sup>DeltaCom"), as agent for Customer for the purpose of changing Customer's current local exchange carrier to ITC<sup>Δ</sup>DeltaCom on the telephone number(s) listed above and/or to be assigned to Customer by ITC<sup>Δ</sup>DeltaCom. Customer understands that only one carrier may be designated as Customer's local exchange carrier for any one telephone number.

☒ **LONG DISTANCE SERVICE:** If initialed, Customer hereby designates ITC<sup>Δ</sup>DeltaCom Communications, Inc. ("ITC<sup>Δ</sup>DeltaCom"), as agent for Customer for the purpose of changing Customer's primary long distance service provider to ITC<sup>Δ</sup>DeltaCom on the telephone number(s) listed above and/or to be assigned to Customer by ITC<sup>Δ</sup>DeltaCom. Customer understands that in some areas Customer may designate one interexchange carrier ("IXC") for interLATA and one IXC for intraLATA calls. ☐ InterLATA only ☐ IntraLATA only ☒ BOTH (Check as appropriate)

Authorized Signature

Print Name

Steve Gilchrease

Title

President

Date

2/27/06

Form 8 IZ Writer 4.4

# AGREEMENT FOR SERVICE

**ITC DELTACOM**  
Telecom Simplified

Date: February 26, 2006 Packet Number: 0387-7466-6073  
Account Executive: Ashley Powell Sales ID: 791  
Association: Greater Greenville Chamber of Com Assoc. ID: 386  
Sub Agent ID: Referral ID:

Customer: Merus Refreshment Services  
Address: 703 Greenwood Road  
West Columbia  
SC, 29168-5320

Telephone #: 864-289-0084  
E-Mail: agilchrease@merusatnc.com

Can ITC\*DeltaCom share your network information with other ITC\*DeltaCom companies?

☒ Yes ☐ No

ITC\*DeltaCom requests your approval to use certain information regarding the products and services you currently purchase from us in order to inform you about additional services we offer. This type of information is commonly known as Customer Proprietary Network Information (CPNI). Only ITC\*DeltaCom companies will use your CPNI.

Tax Exempt	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Term Plan	3 Years				
		Description	QTY	List	MISC	Install	
		SimplicT Plus T-1	1	\$648.50	\$280.98	waived	

Authorized Signature

*Steve Gilchrease*

Print Name

Steve Gilchrease

Title

President

Date

2/27/06

ITC\*DeltaCom Acceptance

*Joseph S. RSD*

Print Name

Joseph S. RSD

Title

RSD

Date

2/27/06

This Agreement is subject to ITC\*DeltaCom Communications, Inc. Terms and Conditions and the Tariff applicable to the Service location, which are specifically incorporated into this Agreement by their reference. The Terms and Conditions of service are set forth at [http://www.itcdeltacom.com/Terms\\_Conditions.pdf](http://www.itcdeltacom.com/Terms_Conditions.pdf)  
\*Pricing is valid 30 days from date on Proposal and does not include 911 Charges, Taxes or Surcharges.





Customer Care Center 1-800-239-3000

## Disconnect Request for T1 and/or Dedicated Services

Account Name: Merus Refreshment Services Account Number: [REDACTED] Customer Email: sgilcrease@merusinc.com

~~The estimated Discontinuance Charge for the services being disconnected is \$6,493.45.~~ *LL*☒ Disconnect Entire T1 and Specified Services  
T1 Circuit ID Number: 50/ATDT/060579/ITCD/☐ Disconnect Specified Dedicated Services Only  
☐ Simpli-Biz**\*\*NOTE\*\*** Selection of either above requires Circuit ID/PVC Number/BTN to be completed below.

Service	Circuit ID/PVC Number/BTN	Service	Disconnect
Frame		Web Hosting	<input checked="" type="checkbox"/>
IP/VPN		Network Managed Services	
Internet/*DSL	20/ATDT/069150/UNI/ITCD/INT	Managed Firewall	
Point to Point		Domain*	
LD Trunk Group(s)		Email*	
Local BTN(s)		DACS Equipment	
		LD Service: P1 needed	ALL SERVICES
*List Telephone Number:		Mobile:	
Deltacom Equipment:		Resale:	

Disconnect Telephone Number? Yes ☒ No ☐

\*List Domain Name: \_\_\_\_\_

☒ (Check) If local lines are moving to new service provider.

Local lines must be transferred to new Local Service Provider within 30 days of receipt of disconnect request. Otherwise, local lines will be disconnected. Acceptance of this form for all services will be based on completion of transfer of local lines to new service provider or of disconnect due to non-receipt of transfer of local service request.

☐ (Check) If local lines are to be disconnected. Please indicate disconnect date.If referral recording is desired for 30 days please indicate referral number  
(10 digit number) \_\_\_\_\_

All customer premise equipment furnished by Deltacom associated with the services being disconnected must be immediately returned. A charge for the list purchase price of the equipment plus any removal fees will be added to your account if the equipment is not returned. If you wish to purchase or rent this equipment, please contact your Deltacom agent for details.

The billing disconnect effective date for orders not associated with a move will be 30 days from date Deltacom Account Services accepts disconnect notification. Disconnect requests are to be faxed to 866-267-4150.

Please indicate the date you wish to have services disconnected. Date: 7/10/08

The billing effective disconnect date for move orders will be 5 business days from the date Deltacom completes installation of new services. Please indicate new location address:

Deltacom must be notified in writing prior to the 5th business day after installation of services at new location to prevent service termination. Notification must be faxed to 866-267-4150.

Disconnect Reason:

☐ Collections ☐ Business Changed ☐ Billing Issues ☐ Network Issues ☐ Service Incorrect  
☐ Customer Service ☐ Competitive ☒ Other

The purpose of this document is for you to acknowledge the services you want to disconnect with regard to the account listed above. Your authorized signature on this document authorizes Deltacom to disconnect the services as described above. An original facsimile transmittal of this document or copy thereof shall be deemed to be an original for all purposes. Please make sure the information you list on this document is accurate. In addition, we are providing you with notification regarding your contractual obligations to Deltacom. Discontinuance Charges will be applied to your account in accordance with your Agreement for Service and/or any applicable Tariffs. Changing or modifying this form or failure to acknowledge any of the information listed above has no effect on your legal obligation to comply with the terms of your Agreement and/or any applicable Tariffs. Failure to return a signed copy of this form constitutes your acceptance of the information listed above. If you have questions regarding your contractual obligations, please contact Deltacom's Customer Care Center at 1-800-239-3000.

Authorized Customer Signature

*Steve Gikrease*

(Print Authorized Customer Name &amp; Contact Phone Number) 864-289-0084

*President*

(Title)

8/15/08

(Date)

**Steve Gilcrease**

**From:** Saint, Cindy [Cindy.Saint@deltacom.com]  
**Sent:** Tuesday, November 04, 2008 4:22 PM  
**To:** Steve Gilcrease  
**Subject:** RE: disput ticket #39169

Steve,

You are receiving credits of \$1,539.00 systems and \$92.34 taxes. Thanks much.

Cindy Saint  
Customer Care  
Phone: 1-800-239-3000  
Enter account number hit opt. 5  
Fax: 1-877-264-2877  
customerrequests@deltacom.com

**deltacom** 

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**From:** Steve Gilcrease [mailto:sgilcrease@merusinc.com]  
**Sent:** Tuesday, November 04, 2008 2:30 PM  
**To:** Saint, Cindy  
**Subject:** disput ticket #39169

Hello Cindy , just sending a reminder that we want to resolve the billing issues that we spoke about on 10/30/2008.

Steven K. Gilcrease  
MERUS Refreshment Services  
108 A Park Place Ct.  
Greenville SC 29607  
Phone (864) 289-0084  
Fax (864) 289-0609  
www.meruswaterandcoffee.com

\$2072 New Balance after credit  
as of 10/27/08

11/5/2008